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"To enrich lives through effective and caring service"

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December 8, 2015

To: Supervisor Hilda L. Solis, Chair
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Dave Chittenden
Chief Deputy Director

Subject: **COUNTY INFORMATION NUMBER FOR COUNTY RESIDENTIAL
PROPERTY ASSESSED CLEAN ENERGY (PACE) PROGRAM
INQUIRIES - (877) 785-2237**

With the launch of the County's Residential PACE Program (Program) in late May of this year, there have been several calls by residents to various county offices looking for information or to raise concerns with the Program. Homeowner inquiries have ranged from questions about the veracity of the Program and the County's role, to questions about the Program mechanics, to complaints about their experiences under the Program.

To centralize and better manage the Program, Internal Services Department (ISD) requests that all County Departments direct homeowner and other stakeholder inquiries to the County Office of Sustainability (COS) Energy Upgrade California (EUC) customer service number. This customer service number currently exists to respond to questions from homeowners about the residential energy programs administered by COS under the Southern California Regional Energy Network, a separate program.

The EUC customer service number is: (877) 785-2237 and is operational from 9:00 a.m. to 5:00 p.m. on weekdays.

EUC customer service staff are knowledgeable about the County's Residential PACE Program and are equipped to answer most general questions. Upon receipt of more involved questions or complaints, EUC customer service staff will route them directly to the County's PACE Program providers, HERO and CaliforniaFirst or to appropriate County staff.

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Utilizing the EUC customer service number to field PACE-related inquiries and complaints in Los Angeles County is an interim solution. ISD is working with the Department of Consumer and Business Affairs (DCBA) to potentially establish focused County-managed customer service, consumer protection and other outreach and support responsibilities under the Program.

Should you have any questions regarding the Residential PACE Program, please contact me at (323) 267-2103, via email dchittenden@isd.lacounty.gov or have staff contact Howard Choy at (323) 267-2006, via email hchoy@isd.lacounty.gov.

HC:DC:sg

c: ISD Board Deputies
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Chief Operating Officer
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Department Heads